

Fleet Services Weekly Performance Report

Key Performance Indicator	Target	Fiscal Year To Date Feb	Month To Date as of 3-13-09	FY 08	FY 07	FY 06	FY 05	FY 04
Fleet replacement availability	80%	51.0%	51.0%	79.0%				
Fleet Availability	95%	92.1%	90.7%	90.9%	92.9%	93.8%	94.5%	95.1%
Scheduled Repairs (using PM WO Count)	70%	42.0%	45.0%	35.0%	29.0%	29.0%	29.0%	
Non-Scheduled Repairs (using Non-PM WO Count)	30%	58.0%	55.0%	65.0%	71.0%	71.0%	71.0%	
Remarketing sales days turnaround time	<=60 days	88.0%	88.0%	82.7%				
Services completed < 1 day	80%	84.1%	62.3%	82.3%	82.2%	81.7%	27.9%	
Services completed w/n 1-2dys	5%	5.2%	6.5%	5.2%	4.5%	4.5%	1.3%	
Services completed w/n 2+ dys	15%	10.7%	24.3%	16.1%	13.3%	13.8%	70.7%	
PM Compliance	95%	92.4%	45.3%	96.5%	63.9%	56.1%	32.5%	
Customer Satisfaction	95%	91.0%						
Technician Certification	75%	21.6%		21.0%	14.0%			
Data Not Available								